

TRANSMITTAL # 3

MEMORANDUM

April 8, 2009

TO: Workforce Development Council

FROM: Roger B. Madsen, Director

Roger B. Madsen

SUBJECT: Workforce Development Training Fund – Funding of 3rd Party Call Centers.

ACTION REQUESTED: Re-assess the Council's Decision Regarding the use of WDTF for 3rd Party Call Centers

BACKGROUND:

The Workforce Development Council in 2003 determined that the Workforce Development Training Fund (WDTF) would no longer award training funds to call centers that are dependent on securing outsource contracts to maintain their business operation. This decision was reached due to the unstable nature of the business operation and its impact on maintaining stable employment. Employment levels fluctuated up and down because the call centers were dependent upon securing new contracts and changes in the market.

WDS Global would like to request the council reconsider their earlier decision regarding the use of WDTF funds to support 3rd party call centers. WDS Global expanded its business operation in the Treasure Valley in 2008. WDS Global offers call center and support services on behalf of its wireless carrier, handset manufacturer and content provider customers. The expansion in Boise is anticipated to reach one thousand call center agents to service the growing requirement across the wireless industry for specialist support services.

Staff Recommendation:

The staff recommends the Workforce Development Council maintain its current position and not utilize Workforce Development Training Funds to support 3rd party call centers due primarily to the fluctuation levels in employment.

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